

December at a Glance:

Fixed Route:

Passenger Total: **145,001**
Compared to Dec. '03: 169,265

Revenue Miles: **56,830**
Compared to Dec. '03: 61,175

Revenue Hours: **5884.25**
Compared to Dec. '03: 5961.75

BT Access:

Total Passenger Trips: **888**
Compared to Dec. '03: 777

Total Passenger Served: **68**
Compared to Dec. '03: 55

Maintenance:

2 State Inspections Performed

6 Scheduled and 61 Non-schedule Maintenance Activities Performed

2 Road calls:
Air Compressor
Leveling Value

Operations:

10 New operators were hired during the month

4 Operators received their CDL

New Operations Assistants were selected for the Spring Semester: Jared Hoernig and Clinton Edward. Mike Fitton, Justin York, and Jason Fell were selected as alternates

Customer Service:

1, 281 Customer contacts via phone or email



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TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE MILES	REVENUE HOURS	TOTAL TRIPS	TOTAL PASSENGERS
Dec. '04	145,001	56,830	5884.25	888	68
Dec. '03	169,265	61,175	5961.75	777	55
% ▲	-14%	-7%	-1%	14%	24%

Total passengers on fixed route service declined December '04 vs. December '03 by -14%. The same factor that caused the increase in November contributed to the decrease in December '04; a difference in academic weekdays.

	ACADEMIC WEEKDAYS	
	+/- CHANGE WEEKDAYS	CHANGE IN PASSENGERS
11/04 VS 11/03	+2	+11%
12//04 VS 12/03	-2	-14%

BLACKSBURG TRANSIT- THE NEXT 20 YEARS

In August of 2003 Blacksburg Transit celebrated its 20th year serving the public. During those 20 years Transit saw tremendous growth in fleet size, staff, routes, and passengers. The growth in these areas was largely organic, meaning that the growth was driven by market dynamics rather than strategic planning. The next 20 years at transit will continue the trend of transformation and adaptation to fit the demands of the market; however it will be driven by two main factors: effective strategic planning and technology.

STRATEGIC PLANNING

Blacksburg Transit will start this February to plan the future of transit in Blacksburg and the New River Valley. We have selected a consultant and the first of many strategic planning projects will be a **Comprehensive Operational Analysis** (COA) that will provide a snapshot of our current system compared to other similar transit system in the nation. The COA and the information gathered in this process will lead to the development of a Transit Development Plan (TDP). The TDP will evaluate the need for transit service throughout the Blacksburg Christiansburg Montgomery Metropolitan Planning Organization (BCM MPO) and serve as a planning tool for the next 15-20 years. The last part of this planning project will be to plan for the inclusion of the planned Multi-Modal Transfer Facility on Virginia Tech campus into our current route and schedule. Look for more information on these projects in the next few months as we begin the critical process of gather information from our citizens and stakeholders.

TECHNOLOGY

Winter Break also marks the first use of **When to Work**, a new on-line employee scheduling program. It is being tested over winter break as a trial to prepare staff before BT returns to full service in the spring. The program allows operators to check their schedule, trade shifts, look for open shifts, and sub their shifts out from any where with internet access. One of the selling points used in recruiting new operators is the flexible schedule available at BT. Operations staff hopes to further increase this flexibility by allowing operators to manage their schedule from nearly anywhere.

2005 will bring major changes to Blacksburg Transit's use of advanced technologies to better serve our diverse population. Blacksburg Transit is in the process of selecting a vendor to bring deployment of our Intelligent Transportation System components such as **Automatic Vehicle Location (AVL)** this spring. BT will test over this spring and summer with full deployment in the fall 2005.

The graphic below illustrates the system that BT will be deploying. This system includes a Mobile Data Terminal (MDT) on board every bus will capture and record passenger counts based on fare type and boarding location using AVL; in addition an Automatic Passenger Counter (APC) will record how many passengers board and alight at every stop. This data will then be transmitted back to BT for our Computer Automated Dispatching (CAD) system and for use in system reporting and analysis. Real-time data on BT's system can then be transmitted to our customers via outlets such as Blacksburg Alert and the website.

